

- Adamson, P.J. & Wallace, F.L. (1997).** *A comparison between consistent and inconsistent graphical user interfaces*. Jacksonville: University of Northern Florida, Department of Computer and Information Sciences.
- Adkisson, H.P. (2002).** Identifying de-facto standards for e-commerce websites. *Proceedings of the IEEE International Professional Communication Conference, 2002*, 22-45.
- Ahlstrom, V. & Longo, K. (2001).** *Human factors design guide update (Report number DOT/FAA/CT-96/01): A revision to chapter 8 – computer human interface guidelines*. Retrieved May 2003, from http://acb220.tc.faa.gov/technotes/dot_faa_ct-01_08.pdf.
- Ahmadi, M. (2000, October).** *An evaluation of an instant messaging pilot program*. National Cancer Institute, Communication Technologies Branch.
- Allinson, L. & Hammond, N. (1999).** A learning support environment: The hitch-hiker's guide. In R. McAleese (Ed.), *Hypertext: Theory into Practice* (pp. 53–63). Exeter, UK: Intellect Books.
- Amento, B., Hill, W., Terveen, L., Hix, D., & Ju, P. (1999).** An empirical evaluation of user interfaces for topic management of web sites. *Proceedings of CHI'99*, 552-559.
- Asher, S.R. (1980).** Topic interest and children's reading comprehension. In R.J. Spiro, D.C. Bruce, & W.F. Brewer (Eds.), *Theoretical Issues in Reading Comprehension* (pp. 525-534). Hillsdale, NJ: Lawrence Erlbaum.
- Ashworth, C.A. & Hamilton, D.B. (1997, June).** A case for frames. *Proceedings of the 3rd Conference on Human Factors and the Web*.
- Ausubel, D.D. (1968).** *Educational Psychology: A Cognitive View*. New York: Holt, Rinehart and Winston.
- Baca, B. & Cassidy, A. (1999).** Intranet development and design that works. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 777-790.
- Baddeley, A. (1986).** *Working Memory*. Cambridge: Cambridge University Press.
- Baddeley, A. (1992).** Working memory. *Science*, 255, 556–559.
- Badre, A.N. (2002).** *Shaping Web Usability: Interaction Design in Context*. Boston, MA: Addison Wesley Professional.
- Bailey, G.D. (1993).** Iterative methodology and designer training in human-computer interface design. *Proceedings of InterCHI'93*, 198–205.
- Bailey, R.W. (1983).** *Human Error in Computer Systems*. Englewood Cliffs, NJ: Prentice-Hall.
- Bailey, R.W. (1993).** Selecting items in a graphical user interface. *User Interface Update-1993*.
- Bailey, R.W. (1996).** *Human performance engineering: Designing high quality professional user interfaces for computer products, applications and systems* (3rd ed.). Englewood Cliffs, NJ: Prentice-Hall.
- Bailey, R.W. (2000a, September).** Reducing reliance on superstition. Retrieved May 2003, from <http://www.webusability.com>.

- Bailey, R.W. (2000b, October). Link affordance. Retrieved May 2003, from <http://www.webusability.com>.
- Bailey, R.W. (2000c, November). Calculating the number of test subjects. Retrieved May 2003, from <http://www.webusability.com>.
- Bailey, R.W. (2001). Reading from small point sizes. *User Interface Update-2001*.
- Bailey, R.W., Allen, R.W., & Raiello, P. (1992, October). Usability testing vs. heuristic evaluation: A head-to-head comparison. *Human Factors and Ergonomics Society Annual Meeting Proceedings*.
- Bailey, R.W., Koyani, S.J., & Nall, J. (2000, September 7). Usability testing of several health information Web sites. *National Cancer Institute, Communication Technologies Branch Technical Report*. Bethesda, MD.
- Baldwin, R.S., Peleg-Bruckner, Z., & McClintock, A. (1985). Effects of topic interest and prior knowledge on reading comprehension. *Reading Research Quarterly*, 22(4), 497-504.
- Ball, L.J., Evans, J., & Dennis, I. (1994). Cognitive processes in engineering design: A longitudinal study. *Ergonomics*, 37(11), 1753-1786.
- Barber, R.E. & Lucas, H.C. (1983). System Response time, operator productivity, and job satisfaction. *CACM*, 26(11), 972-986.
- Bayles, M.E. & Bernard, M.L. (1999). Searching the Web: Who Uses the Advanced Search Options? *Usability News*, 1.2. Retrieved May 2003, from <http://psychology.wichita.edu/surl/usabilitynews/1s/searching.htm>.
- Bayles, M.E. (2002). Designing online banner advertisements: Should we animate? *Proceedings of CHI 2002*, 363-366.
- Benson, P. (1985). Writing visually: Design considerations in technical publications. *Technical Communication*, 32(4), 35-39.
- Benway, J.P. (1998). Banner blindness: The irony of attention grabbing on the World Wide Web. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 463-467.
- Bernard, M.L. (2001). Developing schemas for the location of common Web objects. *Usability News*, 3.1. Retrieved May 2003, from http://psychology.wichita.edu/surl/usabilitynews/3W/web_object.htm.
- Bernard, M.L. (2002). Examining User Expectations for the Location of Common E-Commerce Web Objects. *Usability News*, 4.1. Retrieved May 2003, from http://psychology.wichita.edu/surl/usabilitynews/41/web_object-ecom.htm.
- Bernard, M.L. & Hull, S. (2002). Where should you put the links? Comparing embedded and framed/non-framed links. *Proceedings of CybErg 2002, The Third International Cyberspace Conference on Ergonomics*.
- Bernard, M.L. & Larsen, L. (2001). What is the best layout for multiple-column Web pages? *Usability News*, 3.2. Retrieved May 2003, from wsupsy.psy.twsu.edu/surl/usabilitynews/3S/layout.htm.
- Bernard, M.L. & Mills, M. (2000). So, what size and type of font should I use on my website? *Usability News*, 2.2. Retrieved May 2003, from wsupsy.psy.twsu.edu/surl/usabilitynews/2S/font.htm.

- Bernard, M.L., Baker, R., & Fernandez, M. (2002). Paging vs. scrolling: Looking for the best way to present search results. *Usability News*, 4.1. Retrieved May 2003, from <http://wsupsy.psy.twsu.edu/surl/usabilitynews/41/paging.htm>.
- Bernard, M.L., Hull, S., & Drake, D. (2001). Where should you put the links? A Comparison of Four Locations. *Usability News*, 3.2. Retrieved May 2003, from wsupsy.psy.twsu.edu/surl/usabilitynews/3S/links.htm.
- Bernard, M.L., Liao, C.H., & Mills, M. (2001a). Determining the best online font for older adults. *Usability News*, 3.1. Retrieved May 2003, from wsupsy.psy.twsu.edu/surl/usabilitynews/3W/fontSR.htm.
- Bernard, M.L., Liao, C.H., & Mills, M. (2001b). The effects of font type and size on the legibility and reading time of online text by older adults. *Proceedings of CHI 2002*, 2, 175-176. Retrieved May 2003, from <http://psychology.wichita.edu/hci/projects/elderly.pdf>.
- Bernard, M.L., Lida, B., Riley, S., Hackler, T., & Janzen, K. (2002). A comparison of popular online fonts: Which size and type is best? *Usability News*, 4.1. Retrieved May 2003, from psychology.wichita.edu/surl/usabilitynews/41/onlinetext.htm.
- Bernard, M.L., Mills, M., Peterson, M., & Storrer, K. (2001). A comparison of popular online fonts: Which is best and when? *Usability News*, 3.2. Retrieved May 2003, from wsupsy.psy.twsu.edu/surl/usabilitynews/3S/font.htm.
- Bieber, M. (1997). Enhancing information comprehension through hypertext. In C. Nicholas & J. Mayfield (Eds.), *Intelligent Hypertext: Advanced Techniques for the World Wide Web* (pp. 1-11). Berlin: Springer-Verlag.
- Billingsley, P.A. (1982). Navigation through hierarchical menu structures: Does it help to have a map? *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 103-107.
- Blackmon, M.H., Polson, P.G., Kitajima, M., & Lewis, C. (2002, April). Cognitive walkthrough for the web. *Proceedings of CHI 2002*, 463-470.
- Booher, H.R. (1975). Relative comprehensibility of pictorial information and printed words in proceduralized instructions. *Human Factors*, 17(3), 266-277.
- Bouch, A., Kuchinsky, A., & Bhatti, N. (2000). Quality is in the eye of the beholder: Meeting users' requirements for internet quality of service. *Proceedings of CHI 2000*, 297-304.
- Bouma, H. (1980). Visual reading processes and the quality of text displays. In E. Granjean & E. Vigliani (Eds.), *Ergonomic Aspects of Visual Display Terminals* (pp. 101-114). London: Taylor and Francis Ltd.
- Bovair, S., Kieras, D.E., & Polson, P.G. (1990). The acquisition and performance of text-editing skill: A cognitive complexity analysis. *Human-Computer Interaction*, 5(1), 1-48.
- Boyarski, D., Neuwirth, C., Forlizzi, J., & Regli, S.H. (1998). A study of fonts designed for screen display. *Proceedings of CHI'98*, 87-94.
- Boyntoin, R.M. & Bush, W.R. (1956). Recognition of forms against a complex background. *Journal of the Optical Society of America*, 46, 759-764.
- Bradley, R.F. & Johnk, L.D. (1995). Replacing a networking interface from hell. *Proceedings of CHI'95*, 538-545.

- Brajnik, G.** (2000). Automatic web usability evaluation: What needs to be done? *Proceedings of the 6th Conference on Human Factors and the Web*. Retrieved May 2003, from <http://www.tri.sbc.com/hfweb/brajnik/hfweb-brajnik.html>.
- Bransford, J. & Johnson, M.** (1972). Contextual prerequisites for understanding: Some investigations of comprehension and recall. *Journal of Verbal Learning and Verbal Behavior*, 11, 717–726.
- Bransford, J. & Johnson, M.** (1973). Consideration of some problems of comprehension. In W. Chase (Ed.), *Visual Information Processing* (pp. 383–438). New York: Academic Press.
- Breland, K. & Breland, M.K.** (1944). Legibility of newspaper headlines printed in capitals and in lower case. *Journal of Applied Psychology*, 28, 117–120.
- Brinck, T. & Hofer, E.** (2002, April). Automatically evaluating the usability of web sites. *Proceedings of CHI 2002, Extended Abstracts*, 906–907.
- Brinck, T., Gergle, D., & Wood, S.D.** (2002). *Designing Web sites that work: Usability for the Web*. San Francisco: Morgan Kaufmann.
- Broadbent, D.E.** (1975). The magic number seven after fifteen years. In A. Kennedy & A. Wilkes (Eds.), *Studies in Long-Term Memory* (pp.3–18). New York: Wiley.
- Brown, J.** (1958). Some tests of the decay theory of immediate memory. *Quarterly Journal of Experimental Psychology*, 10, 12–21.
- Bruce, V. & Green, P.R.** (1990). *Visual Perception: Physiology, Psychology and Ecology* (2nd ed.). Hillsdale, NJ: Lawrence Erlbaum.
- Buller, D.B., Woodall, W.G., Zimmerman, D.E., Heimendinger, J., Rogers, E.M., Slater, M.D., et al.** (2001). Formative research activities to provide Web-based nutrition education to adults in the upper Rio Grande Valley. *Family and Community Health* 24(3), 1–12.
- Byrne, M.D., Anderson J.R., Douglass, S., & Matessa, M.** (1999). Eye tracking the visual search of click-down menus. *Proceedings of CHI'99*, 402–409.
- Byrne, M.D., John, B.E., Wehrle, N.S., & Crow, D.C.** (1999). The tangled web we wove: A taxonomy of WWW use. *Proceedings of CHI'99*, 544–551.
- Cakir, A., Hart, D.J., & Stewart, T.F.M.** (1980). *Visual Display Terminals*, England: Wiley.
- Campbell, C.S. & Maglio, P.P.** (1999). Facilitating navigation in information spaces: Road signs on the World Wide Web. *International Journal of Human-Computer Studies*, 50, 309–327.
- Campbell, D.T. & Stanley, J. C.** (1963). *Experimental and Quasi-Experimental Design for Research*. Chicago: Rand McNally.
- Card, S.K., Moran, T.P., & Newell, A.** (1980a). Computer text editing: An information processing analysis of a routine cognitive skill. *Cognitive Psychology*, 12, 32–74.
- Card, S.K., Moran, T.P., & Newell, A.** (1980b). The keystroke-level model for user performance time with interactive systems. *Communications of the ACM*, 23(7), 396–410.
- Card, S.K., Moran, T.P., & Newell, A.** (1983). *The Psychology of Human-Computer Interaction*. Hillsdale, NJ: Erlbaum.

- Card, S.K., Pirolli, P., Van Der Wege, M., Morrison, J., Reeder, R., Schraedley, P., et al.** (2001). Information scent as a driver of web behavior graphs: Results of a protocol analysis method for web usability. *Proceedings of CHI 2001*, 498–505.
- Carroll, J.M.** (1990). *The Nurnberg Funnel: Designing Minimalist Instruction for Practical Computer Skill*. Cambridge, MA: MIT Press.
- Carter, R.** (1982). Visual search with color. *Journal of Experimental Psychology: Human Perception and Performance*, 8, 127–136.
- Casner, S.M. & Larkin, J.H.** (1989, August). Cognitive efficiency considerations for good graphic design. *Proceedings of the Eleventh Annual Conference of the Cognitive Science Society*, Ann Arbor Michigan.
- Catani, M.B. & Biers, D.W.** (1998). Usability evaluation and prototype fidelity: Users and usability professionals. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 1331–1335.
- Celsi, R. & Olson, J.** (1988). The role of involvement in attention and comprehension processes. *Journal of Consumer Research*, 15(2), 210–224.
- Chaparro, B.S. & Bernard, M.L.** (2001). Finding information on the Web: Does the amount of whitespace really matter? *Proceedings of the Tenth Annual Usability Professionals' Association Conference*.
- Chaparro, B.S., Minnaert, G., & Phipps, C.** (2000). Limitations of using mouse-over with menu item selection. *Human Factors and Ergonomics Society Annual Meeting Proceedings*.
- Chen, C. & Yu, Y.** (2000). Empirical studies of information visualization: A meta-analysis. *International Journal of Human-Computer Studies*, 53, 851–866.
- Chervak, S., Drury, C.G., & Ouellette, J.P.** (1996). Simplified English for aircraft work cards. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 303–307.
- Chi, E., Pirolli, P., & Pitkow, J.** (2000). The scent of a site: A system for analyzing and predicting information scent, usage, and usability of a web site. *Proceedings of CHI 2000*, 161–168.
- Chin, D.N.** (2001). Empirical evaluation of user models and user-adapted systems. *User Modeling and User-Adapted Interaction*, 11, 181–194.
- Chisholm, W., Vanderheiden, G., & Jacobs, I., Eds.** (1999a). Web Content Accessibility Guidelines 1.0. Retrieved May 2003, from <http://www.w3.org/TR/WAI-WEBCONTENT-19990505/>, Checkpoint 1.1.
- Chisholm, W., Vanderheiden, G., & Jacobs, I., Eds.** (1999b). Web Content Accessibility Guidelines 1.0. Retrieved May 2003, from <http://www.w3.org/TR/WCAG10-TECHS/#tech-synchronize-equivalents>, Checkpoint 1.4.
- Chisholm, W., Vanderheiden, G., & Jacobs, I., Eds.** (1999c). Web Content Accessibility Guidelines 1.0. Retrieved May 2003, from <http://www.w3.org/TR/WAI-WEBCONTENT-19990505/>, Checkpoint 2.1.
- Chisholm, W., Vanderheiden, G., & Jacobs, I., Eds.** (1999d). Web Content Accessibility Guidelines 1.0. Retrieved May 2003, from <http://www.w3.org/TR/WAI-WEBCONTENT-19990505/>, Checkpoint 5.1.
- Chisholm, W., Vanderheiden, G., & Jacobs, I., Eds.** (1999e). Web Content Accessibility Guidelines 1.0. Retrieved May 2003, from <http://www.w3.org/TR/WAI-WEBCONTENT-19990505/>, Checkpoint 11.4.

- Chisholm, W., Vanderheiden, G., & Jacobs, I., Eds. (1999f).** Web Content Accessibility Guidelines 1.0. Retrieved May 2003, from <http://www.w3.org/TR/WAI-WEBCONTENT-19990505/>, Checkpoint 12.1.
- Christ, R.E. (1975).** Review and analysis of color coding research for visual displays. *Human Factors*, 17(6), 542–570.
- Clark, H. & Haviland, S. (1975).** Comprehension and the given-new contract. In R. Freedle (Ed.), *Discourse Production and Comprehension* (pp. 1–40). Hillsdale, NJ: Erlbaum.
- Coble, J.M., Karat, J., & Kahn, M.G. (1997, March).** Maintaining a focus on user requirements throughout the development of clinical workstation software. *Proceedings of CHI'97*, 170–177.
- Cockburn, A. & Jones, S. (1996).** Which way now? Analysing and easing inadequacies in WWW navigation. *International Journal Human-Computer Studies*, 45, 105–129.
- Cockton, G. & Woolrych, A. (2001).** Understanding inspection methods: Lessons from an assessment of heuristic evaluation. In A. Blandford, J. Vanderdonckt, & P.D. Gray (Eds.), *People and Computers XV: Interaction without Frontiers* (pp. 171–191). Heidelberg: Springer-Verlag.
- Cole, B.L. & Jenkins, S.E. (1984).** The effect of variability of background elements on the conspicuity of objects. *Vision Research*, 24, 261–270.
- Coney, M.B. & Steehouder, M. (2000).** Role playing on the Web: Guidelines for designing and evaluating personas online. *Technical Communication*, 47(3), 327–340.
- Covi, L.M. & Ackerman, M.S. (1995, August).** Such easy-to-use systems! How organizations shape the design and use of online help systems. *Proceedings of Conference on Organizational Computing Systems*, 280–288.
- Curry, M.B., McDougall, S., & de Brujin, O. (1998).** The effects of the visual metaphor in determining icon efficacy. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 1590–1594.
- Czaja, S.J. & Sharit, J. (1997).** The influence of age and experience on the performance of a data entry task. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 144–147.
- DeRouvray, C. & Couper, M.P. (2002).** Designing a strategy for reducing “no opinion” responses in web-based surveys. *Social Science Computer Review*, 20(1), 3–9.
- Desurvire, H., Kondziela, J., & Atwood, M.E., (1992).** What is gained and lost when using methods other than empirical testing: Striking a balance. *Proceedings of CHI'92*, 2, 125–126.
- Detweiler, M.C. & Omanson, R.C. (1996).** Ameritech Web Page User Interface Standards and Design Guidelines. Ameritech (now SBC).
- Dias, P. & Sousa, A.P. (1997).** Understanding navigation and disorientation in hypermedia learning environments. *Journal of Educational Multimedia and Hypermedia*, 6, 173–185.
- Dixon, P. (1987).** The processing of organizational and component step information in written directions. *Journal of Memory and Language*, 26, 24–35.
- Duchnicky, R.L. & Kokers, P.A. (1983).** Readability of text scrolled on visual display terminals as a function of window size. *Human Factors*, 25, 683–692.

- Dumais, S.T., Cutrell, E., & Chen, H. (2001).** Optimizing search by showing results in context. *Proceedings of CHI 2001*, 277–283.
- Dumas, J.S. (2001).** How many participants in a usability test are enough. In R.J. Branaghan (Ed.), *Design by People for People: Essays on Usability* (pp. 173–182). Chicago: Usability Professionals Association.
- Dyson, M.C. & Haselgrave, M. (2000).** The effects of reading speed and reading patterns on our understanding of text read from screens. *Journal of Research in Reading*, 23(1), 210–233.
- Dyson, M.C. & Haselgrave, M. (2001).** The influence on reading speed and line length on the effectiveness of reading from screens. *International Journal of Human-Computer Studies*, 54, 585–612.
- Dyson, M.C. & Kipping, G.J. (1998).** The effects of line length and method of movement on patterns of reading from screen. *Visible Language*, 32(2), 150–180.
- Eberts, R.E. & Schneider, W. (1985).** Internalizing the system dynamics for a second-order system. *Human Factors*, 27, 371–393.
- Egan, D.E., Remde, J.R., Gomez, L.M., Landauer, T.K., Eberhardt, J., & Lochbaum, C.C. (1989).** Formative design-evaluation of SuperBook research contributions. *ACM Transactions on Information Systems*, 7(1), 30–57.
- Egan, D.E., Remde, J.R., Landauer, T.K., Lochbaum, C.C., & Gomez, L.M. (1989).** Behavioral evaluation and analysis of a hypertext browser. *Proceedings of CHI'89*, 205–210.
- Ellis, R.D. & Kurniawan, S.H. (2000).** Increasing the usability of online information for older users: A case study of participatory design. *International Journal of Human-Computer Interaction*, 12(2), 263–276.
- Engel, S.E. & Granda, R.E. (1975).** *Guidelines for Man/Display Interfaces* (Technical Report TR 00.2720). Poughkeepsie, NY: IBM.
- Esperet, E. (1996).** Notes on hypertext, cognition, and language. In J.F. Rouet, J.J. Levonen, A. Dillon, & R.J. Spiro (Eds.), *Hypertext and Cognition* (pp. 149–155). Mahwah, NJ: Lawrence Erlbaum.
- Evans, M. (1998).** *Web Design: An Empiricist's Guide*. Unpublished master's thesis. Seattle: University of Washington. Retrieved May 2003, from <http://response.restoration.noaa.gov/webmstr/webdesgn.pdf>.
- Fakun, D. & Greenough, R.M. (2002).** User-interface design heuristics for developing usable industrial hypermedia applications. *Human Factors and Ergonomics in Manufacturing*, 12(2), 127–149.
- Fang, X. & Salvendy, G. (1999).** Templates for search queries: A user-centered feature for improving web search tools. *International Journal of Human-Computer Interaction*, 11(4), 301–315.
- Faraday, P. (2000).** Visually critiquing web pages. *Proceedings of the 6th Conference on Human Factors and the Web*. Retrieved May 2003, from <http://www.tri.sbc.com/hfweb/faraday/FARADAY.HTM>.
- Faraday, P. (2001).** Attending to web pages. *Proceedings of CHI 2001*, 159–160.
- Faraday, P. & Sutcliffe, A. (1997).** Designing effective multimedia presentations. *Proceedings of CHI'97*, 272–278.

- Faraday, P. & Sutcliffe, A. (1999).** Authoring animated web pages using 'contact points.' *Proceedings of CHI'99*, 458–465.
- Farkas, D.K. (1999).** The logical and rhetorical construction of procedural discourse. *Technical Communication*, 46(1), 42–54.
- Farkas, D.K. & Farkas, J.B. (2000).** Guidelines for designing web navigation. *Technical Communication*, 47(3), 341–358.
- Farris, J.S., Jones, K.S., & Elgin, P.D. (2001).** Mental representations of hypermedia: An evaluation of the spatial assumption. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 1156–1160.
- Flower, L., Hayes, J.R., & Swarts, H. (1983).** Revising function documents: The scenario principle. In P. Anderson, J. Brockmann, & C. Miller (Eds.), *New Essays in Technical and Scientific Communication: Research, Theory, and Practice* (pp. 41–58). Farmingdale, NY: Baywood.
- Foley, J. & Wallace, V. (1974).** The art of natural graphic man-machine conversation. *Proceedings of the IEEE*, 62(4), 62–79.
- Foltz, P.W., Davies, S.E., Polson, P.G., & Kieras, D.E. (1988).** Transfer between menu systems. *Proceedings of CHI'88*, 107–112.
- Forrester Research (2001, July).** Forrester Report. Retrieved from www.forrester.com.
- Foster, J. & Coles, P. (1977).** An experimental study of typographical cueing in printed text. *Ergonomics*, 20, 57–66.
- Fowler, S. (1998).** *GUI Design Handbook*. New York: McGraw-Hill.
- Furnas, G.W., Landauer, T.K., Gomez, L.M., & Dumais, S.T. (1987).** The vocabulary problem in human-system communication: An analysis and a solution. *Communications of the ACM*, 30 (11), 964–971.
- Galitz, W.O. (2002).** *The Essential Guide to User Interface Design*. New York: John Wiley & Sons.
- Gerhardt-Powals, J. (1996).** Cognitive engineering principles for enhancing human-computer performance. *International Journal of Human-Computer Interaction*, 8(2), 189–211.
- Goldsmith, E. (1987).** The analysis of illustration in theory and practice. In H.A. Houghton & D.M. Willows (Eds.), *The Psychology of Illustration* (pp. 53–85). New York: Springer-Verlag.
- Golovchinsky, G. & Chignell, M. (1993).** Queries-R-Links: Graphical markup for text navigation. *Proceedings of INTERCHI'93*, 24–29.
- Gould, J.D., Alfaro, L., Finn, R., Haupt, B., & Minuto, A. (1987a).** Reading from CRT displays can be as fast as reading from paper. *Human Factors*, 29(5), 497–517.
- Gould, J.D., Alfaro, L., Finn, R., Haupt, B., Minuto, A., & Salaun, J. (1987b).** Why reading was slower from CRT displays than from paper. *Proceedings of CHI+GI'87*, 7–11.
- Gould, J.D., Boies, S.J., Meluson, A., Rasamny, M., & Vosburgh, A.M. (1988).** Empirical evaluation of entry and selection methods for specifying dates. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 279–283.
- Gould, J.D., Boies, S.J., Meluson, A., Rasamny, M., & Vosburgh, A.M. (1989).** Entry and selection methods for specifying dates. *Human Factors*, 31(2), 199–214.

- Graham, M., Kennedy, J., & Benyon, D. (2000).** Towards a methodology for developing visualizations. *International Journal of Human-Computer Studies*, 53, 789–807.
- Gray, W.D. & Salzman, M.C. (1998).** Damaged merchandise? A review of experiments that compare usability evaluation methods. *Human-Computer Interaction*, 13(3), 203–261.
- Greene, J.M. (1972).** *Psycholinguistics: Chomsky and Psychology*. Harmondsworth, Middlesex, U.K.: Penguin.
- Greene, S.L., Gould, J.D., Boies, S.J., Rasamny, M., & Meluson, A. (1992).** Entry and selection based methods of human-computer interaction. *Human Factors*, 34(1), 97–113.
- Greene, S.L., Gould, J.D., Boies, S.J., Meluson, A., Rasamny, M. (1988).** Entry-based versus selection-based interaction methods. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 284–287.
- Grose, E., Jean-Pierre, S., Miller, D., & Goff, R. (1999).** Applying usability methods to a large intranet site. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 762–766.
- Grudin, J. (1989).** The case against user interface consistency. *Communications of the ACM*, 32, 1164–1173.
- GVU, Georgia Institute of Technology (1998, October).** GVU's WWW User Surveys. Retrieved May 2003, from http://www.gvu.gatech.edu/user_surveys/survey-1998-10/graphs/general/q12.htm.
- Haas, S.W. & Grams, E.S. (1998).** A link taxonomy for Web pages. *Proceedings of the 61st Annual Meeting of the American Society for Information Science*, 35, 485–95.
- Hackman, R.B. & Tinker, M.A. (1957).** Effect of variations in color of print and background upon eye movements in reading. *American Journal of Optometry and Archives of the American Academy of Optometry*, 34, 354–359.
- Halgren, S.L. & Cooke, N.J. (1993).** Towards ecological validity in menu research. *International Journal of Man-Machine Studies*, 39(1), 51–70.
- Hanson, R.H., Payne, D.G., Shiveley, R.J., & Kantowitz, B.H. (1981).** Process control simulation research in monitoring analog and digital displays. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 154–158.
- Harrison, S.M. (1995).** A comparison of still, animated, or nonillustrated on-line help with written or spoken instructions in a graphical user interface. *Proceedings of CHI'95*, 82–89.
- Hartley, J. & Trueman, M. (1983).** The effects of headings in text on recall, search, and retrieval. *British Journal of Educational Psychology*, 53, 205–214.
- Hassenzahl, M. (2000).** Prioritizing usability problems: Data-driven and judgment-driven severity estimates. *Behavior and Information Technology*, 19(1), 29–42.
- Haubner, P. & Neumann, F. (1986, May).** Structuring alpha-numerically coded information on visual display units. *Proceedings of the Conference on Work with Display Units, Stockholm*, 606–609.
- Herriot, P. (1970).** *An Introduction to the Psychology of Language*. London: Methuen.

- Hertzum, M. & Jacobsen, N.E. (2001). The evaluator effect: A chilling fact about usability evaluation methods. *International Journal of Human-Computer Interaction*, 13, 421–443.
- Hess, R. (2000, October). *Can color-blind users see your site?* Microsoft Corporation. Retrieved May 2003, from <http://msdn.microsoft.com/library/default.asp?url=/library/en-us/dnhes/html/hess10092000.asp>.
- Hillstrom, A.P. & Yantis, S. (1994). Visual motion and attentional capture. *Perception and Psychophysics*, 55(4), 399–411.
- Hochheiser, H. & Schneiderman, B. (2000). Performance benefits of simultaneous over sequential menus as task complexity increases. *International Journal of Human-Computer Interaction*, 12(2), 173–192.
- Holleran, P.A. (1991). A methodological note on pitfalls in usability testing. *Behaviour and Information Technology*, 10(5), 345–57.
- Hong, J.I., Li, F.C., Lin, J., & Landay, J.A. (2001). End-user perceptions of formal and informal representations of websites [Extended Abstracts]. *Proceedings of CHI 2000*, 385–386.
- Hooke, L.R., DeLeo, P.J., & Slaughter, S.L. (1979). *Readability of Air Force publications: A criterion-referenced evaluation* (AFHRL-TR-79-21). Lowry AFB, Colorado: Technical Training Division, Air Force Human Resources Laboratory.
- Horton, W. (1990). *Designing and Writing Online Documentation*. Hoboken, NJ: Wiley.
- IBM (1999). *Web Design Guidelines Design in Action*. Retrieved May 2003, from www-3.ibm.com/ibm/easy/eou_ext.nsf/Publish/572.
- Institute of Electrical and Electronics Engineers. *IEEE Web Publishing Guide*.
- Isakson, C.S. & Spyridakis, J.H. (1999). The influence of semantics and syntax on what readers remember. *Technical Communication*, 46, 3, 366–381.
- Ivory, M.Y. & Hearst, M.A. (2002). Statistical profiles of highly-rated web site interfaces. *Proceedings of CHI 2002*, 367–374.
- Ivory, M.Y., Sinha, R.R., & Hearst, M.A. (2000, June). Preliminary findings on quantitative measures for distinguishing highly rated information-centric web pages. *Proceedings of the 6th Conference on Human Factors and the Web*. Retrieved May 2003, from <http://www.tri.sbc.com/hfweb/ivory/paper.html>.
- Ivory, M.Y., Sinha, R.R., & Hearst, M.A. (2001). Empirically validated Web page design metrics. *Proceedings of CHI 2001*, 53–60.
- Jacobsen, N.E. & John, B.E. (2000). *Two case studies in using cognitive walkthroughs for interface evaluation* (CMU-CS-00-132). Carnegie Mellon University, School of Computer Science. Retrieved May 2003, from <http://reports-archive.adm.cs.cmu.edu/cs2000.html>.
- Jacobsen, N.E., Hertzum, M., & John, B.E. (1998). The evaluator effect in usability studies: Problem detection and severity judgments. *Human Factors and Ergonomics Society Annual Meeting Proceedings*.
- Jeffries, R. & Desurvire, H. (1992). Usability testing vs. heuristic evaluation: Was there a contest? *SIGCHI Bulletin*, 24(4), 39–41.
- Jeffries, R., Miller, J.R., Wharton, C. & Uyeda, K.M. (1991). User interface evaluation in the real world: A comparison of four techniques. *Proceedings of CHI'91*, 119–124.

- Jenkins, S.E. & Cole, B.L. (1982). The effect of the density of background elements on the conspicuity of objects. *Vision Research*, 22, 1241–1252.
- John, B.E. (1996). TYPIST: A theory of performance in skilled typing. *Human-Computer Interaction*, 11(4), 321–355.
- John, B.E. & Marks, S.J. (1997). Tracking the effectiveness of usability evaluation methods. *Behaviour and Information Technology*, 16(4/5), 188–202.
- John, B.E. & Mashyna, M.M. (1997). Evaluating a multimedia authoring tool with cognitive walkthrough and think-aloud user studies. *Journal of the American Society of Information Science*, 48(9), 1004–1022.
- Johnsgard, T.J., Page, S.R., Wilson, R.D., & Zeno, R.J. (1995). A comparison of graphical user interface widgets for various tasks. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 287–291.
- Jupitermedia Corporation (2003). thecounter.com. Retrieved May 2003, from <http://www.thecounter.com>.
- Kahn, M.J., Tan, K.C., & Beaton, R.J. (1990). Reduction of cognitive workload through Information chunking. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 1509–1513.
- Kandogan, E. & Schneiderman, B. (1997). Elastic windows: A hierarchical multi-window World-Wide Web browser. *Proceedings of the 10th Annual ACM Symposium on User Interface Software and Technology*, 169–177.
- Karat, C-M. (1994a). A business case approach to usability cost justification. In R.G. Bias & D.J. Mayhew (Eds.), *Cost-Justifying Usability* (pp.45–70). Boston: Academic Press.
- Karat, C-M. (1994b). A comparison of user interface evaluation methods. In J. Nielsen & R. Mack (Eds.), *Usability Inspection Methods* (pp.203–233). NY: John Wiley & Sons.
- Karat, C-M., Campbell, R., & Fiegel, T. (1992). Comparison of empirical testing and walkthrough methods in user interface evaluation. *Proceedings of CHI'92*, 397–404.
- Keil, M. & Carmel, E. (1995). Customer-developer links in software development. *Communications of the ACM*, 38(5), 33–43.
- Kennedy, A. & Wilkes, A. (1975). *Studies in Long-Term Memory*. New York: John Wiley & Sons.
- Keyes, E. (1993). Typography, color, and information structure. *Technical Communication*, 40(4), 638–654.
- Keyes, E., Sykes, D., & Lewis, E. (1988). Technology + design + research = information design. In E. Barrett (Ed.), *Text, Context, and HyperText: Writing With and For the Computer* (pp.251–264). Cambridge, MA: MIT Press.
- Kieras, D.E. (1997). A guide to GOMS model usability evaluation using NGOMSL (Chapter 31). In M. Helander, T.K. Landauer & P.V. Prabhu (Eds.), *Handbook of Human-Computer Interaction*. Amsterdam: North-Holland Elsevier Science Publishers.
- Kim, H. & Hirtle, S.C. (1995). Spatial metaphors and orientation in hypertext browsing. *Behaviour and Information Technology*, 14, 239–250.
- Kim, J. (1998). An empirical study of navigation aids in customer interfaces. *Behavior and Information Technology*, 18(3), 213–224.

- Kim, J. & Yoo, B. (2000). Toward the optimal link structure of the cyber shopping mall. *International Journal of Human-Computer Studies*, 52, 531–551.
- Kincaid, J.P., Thomas, M., Strain, K., Couret, I., & Bryden, K. (1990). Controlled English for international technical communication. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 815–819.
- Kosslyn, S.M. (1994). *Elements of Graphic Design*. New York: W.H. Freeman.
- Koyani, S.J. & Nall, J. (1999, November). Web site design and usability guidelines. *National Cancer Institute, Communication Technologies Branch Technical Report*. Bethesda, MD.
- Koyani, S.J. (2001a, April). *Cancer mortality maps and graphs* Web site. National Cancer Institute, Communication Technologies Branch. Retrieved from www.nci.nih.gov/atlas/.
- Koyani, S.J. (2001b, April). *WCCO/ACS findings*. National Cancer Institute, Communication Technologies Branch.
- Krull, R. & Watson, B. (2002). Beyond grammatical correctness in verbal instructions. *Proceedings of the IEEE International Professional Communication Conference*, 2002, 60–67.
- Kucera, H. & Francis, W.N. (1967). *Computational Analysis of Present-day American English*. Providence, RI: Brown University Press.
- Landesman, L. & Schroeder, W. (2000). Report 5: Organizing links. In *Designing Information-Rich Web Sites*. Bradford, MA: User Interface Engineering.
- Larson, K. & Czerwinski, M. (1998). Web page design: Implications of memory, structure and scent for information retrieval. *Proceedings of CHI'98*, 25–32.
- Lawless, K.A. & Kulikowich, J.M. (1996). Understanding hypertext navigation through cluster analysis. *Journal of Educational Computing Research*, 14(4), 385–399.
- LeCompte, D.C. (1999). Seven, plus or minus two, is too much to bear: Three (or fewer) is the real magic number. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 289–292.
- LeCompte, D.C. (2000). 3.14159, 42, and 7 ± 2 : Three numbers that (should) have nothing to do with user interface design. Retrieved May 2003, from http://www.internettg.org/newsletter/aug00/article_miller.html.
- Leech, G., Rayson, P., & Wilson, A. (2001). *Word Frequencies in Written and Spoken English: based on the British National Corpus*. London: Longman. Retrieved May 2003, from www.comp.lancs.ac.uk/ucrel/bncfreq/.
- Levine, R. (1996). *Guide to Web Style*. Sun Microsystems.
- Levy, E., Zacks, J., Tversky, B., & Schiano, D. (1996). Gratuitous graphics? Putting preferences in perspective. *Proceedings of CHI'96*, 42–49.
- Lewenstein, M., Edwards, G., Tatar, D., & Devigal, A. (2000). Where do users look first? Stanford Poynter Institute. Research excerpted in <http://www.stanford.edu/dept/news/report/news/may10/eyetrack-55.html>.
- Lewis, C. & Walker, P. (1989). Typographic influences on reading. *Journal of Psychology*, 80, 241–257.
- Lewis, J.R. (1993). Problem discovery in usability studies: A model based on the binomial probability formula. *Proceedings of the 5th International Conference on Human-Computer Interaction*, 666–671.

- Lewis, J.R. (1994). Sample sizes for usability studies: Additional considerations. *Human Factors*, 36(2), 368–378.
- Lichty, T. (1989). *Design Principles for Desktop Publishers*. Glenview, IL: Scott, Foresman.
- Lieberman, L.R. & Culpepper, J.T. (1965). Words versus objects: Comparison of free verbal recall. *Psychological Reports*, 17, 983–988.
- Lim, R.W. & Wogalter, M.S. (2000). The position of static and on-off banners in WWW displays on subsequent recognition. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 1071–1013.
- Lorch, R.F. & Chen, A.H. (1986). Effects of number signals on reading and recall. *Journal of Educational Psychology*, 78(4), 263–270.
- Lorch, R.F. & Lorch, E.P. (1995). Effects of organizational signals on text-processing strategies. *Journal of Educational Psychology*, 87(4), 537–544.
- Lynch, P.J. & Horton, S. (2002). *Web Style Guide* (2nd Edition). New Haven, CO: Yale University Press. Retrieved May 2003, from <http://www.webstyleguide.com/index.html?contents.html>.
- Macbeth, S.A., Moroney, W.F., & Biers, D.W. (2000). Development and evaluation of symbols and icons: A comparison of the production and focus group methods. *Proceedings of the IEA 2000/HFES 2000 Congress*, 327–329.
- MacGregor, J.N. (1987). Short-term memory capacity: Limitation or optimization? *Psychological Review*, 94(1), 107–108.
- Mahajan, R. & Shneiderman, B. (1997). Visual and textual consistency checking tools for graphical user interfaces. *IEEE Transactions on Software Engineering*, 23, 722–735.
- Mahlke, S. (2002). Factors influencing the experience of website usage [Extended Abstracts]. *Proceedings of CHI 2002*, 846–847.
- Marchionini, G. (1995). *Information Seeking in Electronic Environments*. New York: Cambridge University Press.
- Marcus, A. (1992). *Graphic Design for Electronic Documents and User Interfaces*. Reading, MA: Addison-Wesley.
- Marcus, A., Smilovich, N., & Thompson, L. (1995). *The Cross-GUI Handbook*. Reading, MA: Addison-Wesley.
- Marshall, S., Drapeau, T., & DiSciullo, M. (2001, June). Case study: Eye tracking the AT&T customer service site. *Proceedings of the IBM Make it Easy Conference*.
- Martin, G.L. & Corl, K.G. (1986). System response time effects on user productivity. *Behaviour and Information Technology*, 5(1), 3–13.
- Mayer, R.E., Dyck, J.L., & Cook, L.K. (1984). Techniques that help readers build mental models from scientific text: Definitions, pretraining, and signaling. *Journal of Educational Psychology*, 76, 1089–1105.
- Mayes, D.K., Sims, V.K., & Koone, J.M. (2000). Cognitive aspects of reading information from video display terminals. *Human Factors and Ergonomics Society Annual Meeting Proceedings*.
- Mayhew, D. (1992). *Principles and Guidelines in User Interface Design*. Englewood Cliffs, NJ: Prentice-Hall.

- McConkie, G. & Zola, D. (1982).** Visual attention during eye fixations while reading. In M. Coltheart (Ed.), *Attention and Performance XII*. London: Lawrence Erlbaum Associates.
- McDonald, S. & Stevenson, R.J. (1998).** Navigation in hyperspace: An evaluation of the effects of navigational tools and subject matter expertise on browsing and information retrieval in hypertext. *Interacting with Computers*, 10, 129–142.
- McEneaney, J.E. (2001).** Graphic and numerical methods to assess navigation in hypertext. *International Journal of Human-Computer Studies*, 55, 761–766.
- McGrew, J. (2001).** Shortening the human computer interface design cycle: A parallel design process based on the genetic algorithm. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 603–606.
- Meyer, B.J.F. (1984).** Text dimensions and cognitive processing. In H. Mandl, N.L. Stein & T. Trabasso (Eds.), *Learning and Comprehension of Text* (pp. 3–51). Hillsdale, NJ: Lawrence Erlbaum.
- Meyer, J. (1997).** A new look at an old study on information display: Washburne (1927) reconsidered. *Human Factors*, 39(3), 333–340.
- Meyer, J., Shamo, M., & Gopher, D. (1999).** Information structure and the relative efficacy of tables and graphs. *Human Factors*, 41(4), 570.
- Meyer, J., Shinar, D., & Leiser, D. (1990).** Time estimation of computer "wait" message displays. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 130.
- Meyer, J., Shinar, D., & Leiser, D. (1997).** Multiple factors that determine performance with tables and graphs. *Human Factors*, 39(2), 268–286.
- Microsoft Corporation (1992).** *The Windows Interface: An Application Design Guide*. Redmond, WA: Microsoft Press.
- Miller, C.S. & Remington, R.W. (2000).** A computational model of web navigation: Exploring interactions between hierarchical depth and link ambiguity. *Proceedings of the 6th Conference on Human Factors and the Web*. Retrieved May 2003, from <http://www.tri.sbc.com/hfweb/miller/article.html>.
- Miller, M.A. & Stimart, R.P. (1994).** The user interface design process: The good, the bad and we did what we could in two weeks. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 305–309.
- Mills, J.A. & Caldwell, B.S. (1997).** Simplified English for computer displays. *Proceedings of the 7th International Conference on Human-Computer Interaction (HCI International '97)*, Volume 2, 133–136.
- Mobrand, K.A. & Spyridakis, J.H. (2002).** A web-based study of user performance with enhanced local navigational cues. *Proceedings of the IEEE International Professional Communication Conference*, 500–508.
- Molich, R., Bevan, N., Curson, I., Butler, S., Kindlund, E., Miller, D., and Kirakowski, J. (1998).** Comparative evaluation of usability tests. *Proceedings of the Eighth Annual Usability Professionals' Association Conference*.
- Molich, R., Thomsen, A.D., Karyukina, B., Schmidt, L., Ede, M., Oel, W.V.,& Arcuri, M. (1999).** Comparative evaluation of usability tests. *Proceedings of CHI'99, Extended Abstracts*, 83–84.

- Moray, N. & Butler, C. (2000).** The effect of different styles of human-machine interaction on the nature of operator mental models. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 1-53–1-56.
- Morkes, J. & Nielsen, J. (1997).** Concise, SCANNABLE, and objective: How to write for the Web. Retrieved May 2003, from www.useit.com/papers/webwriting/writing.html.
- Morkes, J. & Nielsen, J. (1998).** Applying writing guidelines to Web pages. Retrieved May 2003, from www.useit.com/papers/webwriting/rewriting.html.
- Morrell, R.W., Dailey, S.R., Feldman, C., Mayhorn, C.B., & Echt, K.V. (2002, April).** Older adults and information technology: A compendium of scientific research and web site accessibility guidelines. *National Institute on Aging Report*. Bethesda, MD.
- Moskel, S., Erno, J., & Schneiderman, B. (1984, June).** Proofreading and comprehension of text on screens and paper. University of Maryland Computer Science Technical Report.
- Murch, G.M. (1985, June).** Colour graphics: Blessing or ballyhoo? *Computer Graphics Forum*, 4(2), 127–135.
- Murphy, E.D. & Mitchell, C.M. (1986).** Cognitive attributes: Implications for display design in supervisory control systems. *International Journal of Man-Machine Studies*, 25, 411–438.
- Muter, P. (1996).** Interface design and optimization of reading of continuous text. In H. van Oostendorp & S. de Mul (Eds.), *Cognitive Aspects of Electronic Text Processing*. Norwood, NJ: Ablex.
- Muter, P. & Maurutto, P. (1991).** Reading and skimming from computer screens and books: The paperless office revisited? *Behaviour and Information Technology*, 10(4), 257–266.
- Myers, B.A., (1985).** The importance of percent-done progress indicators for computer-human interfaces. *Proceedings of CHI'85*, 11–17.
- Nall, J., Koyani, S.J., & Lafond, C. (2001, January).** Lessons learned while usability testing the CancerNet website. National Cancer Institute, Communication Technologies Branch Technical Report.
- Narveson, R. (2001).** Bulleted points and typographic cues: Effects on recall and recall order. *Dissertation Abstracts*, 62(3-A), 914.
- Navai, M., Guo, X., Caird, J.K., & Dewar, R.E. (2001).** Understanding of prescription medical labels as a function of age, culture, and language. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 1487–1491.
- Nelson, D.L., Reed, V.S., & Walling, J.R. (1976).** Pictorial superiority effect. *Journal of Experimental Psychology: Human Learning and Memory*, 2, 523–528.
- Nielsen, J. (1990, March).** The art of navigating through hypertext. *Communications of the ACM*, 33(3), 296–310.
- Nielsen, J. (1992, May).** Finding usability problems through heuristic evaluation. *Proceedings of CHI'92*, 373–380.
- Nielsen, J. (1993).** Heuristic evaluation. In J. Nielsen & R.I. Mack (Eds.), *Usability Inspection Methods*.
- Nielsen, J. (1996a, May).** Top ten mistakes in Web design. Retrieved May 2003, from <http://www.useit.com/alertbox/9605.html>.

- Nielsen, J. (1996b, October). *Accessible design for users with disabilities*. Retrieved May 2003, from <http://www.useit.com/alertbox/9610.html>.
- Nielsen, J. (1997a, March). *The need for speed*. Retrieved May 2003, from www.useit.com/alertbox/9703a.html.
- Nielsen, J. (1997b, June). *Top ten mistakes of Web management*. Retrieved May 2003, from <http://www.useit.com/alertbox/9706b.html>.
- Nielsen, J. (1997c, October). *How users read on the Web*. Retrieved May 2003, from <http://www.useit.com/alertbox/9710a.html>.
- Nielsen, J. (1997d, November). *The tyranny of the page: Continued lack of decent navigation support in Version 4 browsers*. Retrieved May 2003, from <http://www.useit.com/alertbox/9711a.html>.
- Nielsen, J. (1997e, December). *Changes in Web usability since 1994*. Retrieved May 2003, from www.useit.com/alertbox/9712a.html.
- Nielsen, J. (1999a, April). *Stuck with old browsers until 2003, April 18*. Retrieved May 2003, from www.useit.com/alertbox/990418.html.
- Nielsen, J. (1999b, May). *"Top ten mistakes" revisited three years later*. Retrieved May 2003, from www.useit.com/alertbox/990502.html.
- Nielsen, J. (1999c, May). *The top ten new mistakes of Web design*. Retrieved May 2003, from www.useit.com/alertbox/990530.html.
- Nielsen, J. (1999d, October). *Ten good deeds in Web design*. Retrieved May 2003, from www.useit.com/alertbox/991003.html.
- Nielsen, J. (2000). *Designing Web Usability*. Indianapolis, IN: New Riders.
- Nielsen, J. (2001a, May). *Search: Visible and simple*. Retrieved May 2003, from <http://www.useit.com/alertbox/20010513.html>.
- Nielsen, J. (2001b, July). *Tagline blues: What's the site about?* Retrieved May 2003, from <http://www.useit.com/alertbox/20010722.html>.
- Nielsen, J. & Landauer, T.K. (1993). A mathematical model of the finding of usability problems. *Proceedings of INTERCHI'93*, 206–213.
- Nielsen, J. & Molich, R. (1990, April). Heuristic evaluation of user interfaces. *Proceedings of CHI'90*, 249–256.
- Nielsen, J. & Tahir, M. (2002). *Homepage Usability: 50 Sites Deconstructed*. Indianapolis, IN: New Riders Publishing.
- Nielsen, J., Molich, R., Snyder, C., & Farrell, S. (2000). E-commerce user experience: 207 guidelines for e-commerce sites. *Nielsen Norman Group Report*.
- Niemela, M. & Saarinen, J. (2000). Visual search for grouped versus ungrouped icons in a computer interface. *Human Factors*, 42(4), 630–635.
- Nolan, P. (1989). Designing screen icons: Ranking and matching studies. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 380–384.
- Norman, M. (1993, December). What a task—Establishing user requirements! *ACM SIGARTS Bulletin*, 14(2), 23–26.
- Nygren, E. & Allard, A. (1996). Between the clicks: Skilled users scanning of pages. *Proceedings of the 2nd Conference on Human Factors and the Web*. Retrieved May 2003, from <http://www.microsoft.com/usability/webconf/nygren.rtf>.

- Omanson, R.C., Cline, J.A., & Nordhielm, C.L. (2001, May). Effects of visual consistency on the online brand experience. *Presented at the 2001 Advertising and Consumer Psychology Conference*. Retrieved May 2003, from <http://www.kellogg.northwestern.edu/faculty/nordhiel/htm/home/pdf/effectsVisualConsistency.pdf>.
- Omanson, R.C., Cline, J.A., Kilpatrick, C.E., & Dunkerton, M.C. (1998). Dimensions affecting Web site identity. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 429–433.
- Osborn, S. & Elliott, G. (2002). Standard creativity: Creating flexible web development standards. *Proceedings of the IEEE International Professional Communication Conference*, 1–21.
- Ovaska, S. & Raiha, K.J. (1995). Parallel design in the classroom. *Proceedings of CHI'95*, 264–265.
- Ozok, A.A. & Salvendy, G. (2000). Measuring consistency of web page design and its effects on performance and satisfaction. *Ergonomics*, 43(4), 443–460.
- Ozok, A.A. & Salvendy, G. (2001). How consistent is your web design? *Behaviour and Information Technology*, 20(6), 433–447.
- Pagulayan, R.J. & Stoffregen, T.A. (2000). Content versus graphics in the ecological design of interfaces. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 291.
- Paivio, A. & Csapo, K. (1969). Concrete image and verbal memory codes. *Journal of Experimental Psychology*, 80, 279–285.
- Paivio, A., Rogers, T.B., & Smythe, P.C. (1968). Why are pictures easier to recall than words? *Psychonomic Science*, 11, 137–138.
- Palermo, D.S. & Bourne, L.E. (1978). *Psychology of Language*. Glenview, IL: Scott, Foresman.
- Palmquist, M. & Zimmerman, D.E. (1999). *Writing with a Computer*. Boston: Allyn and Bacon.
- Park, I. & Hannafin, M.J. (1993). Empirically-based guidelines for the design of interactive multimedia. *Educational Technology Research and Development*, 41(3), 63–85.
- Parush, A., Nadir, R., & Shtub, A. (1998). Evaluating the layout of graphical user interface screens: Validation of a numerical computerized model. *International Journal of Human-Computer Interaction*, 10(4), 343–360.
- Paterson, D.G. & Tinker, M.A. (1940a). *How to Make Type Readable*. New York: Harper.
- Paterson, D.G. & Tinker, M.A. (1940b). Influence of line width on eye movements. *Journal of Experimental Psychology*, 27, 572–577.
- Perfetti, C. & Landesman, L. (2001a, January). *The truth about download time*. Retrieved May 2003, from www.world.std.com/~uiweb/truth.htm.
- Perfetti, C. & Landesman, L. (2001b, June). *Eight is not enough*. Retrieved May 2003, from www.uie.com/Articles/eight_is_not_enough.htm.
- Pew, R.W. & Rollins, A.M. (1975). *Dialog Specification Procedures* (Report 3129, revised). Cambridge, MA: Bolt Beranek and Newman.

- Piolat, A., Roussey, J.Y., & Thunin, O. (1998). Effects of screen presentation on text reading and revising. *International Journal of Human Computer Studies*, 47, 565–589.
- Plaisant, C., Marchionini, G., Bruns, T., Komlodi, A., & Campbell, L. (1997). Bringing treasures to the surface: Iterative design for the Library of Congress National Digital Library Program. *Proceedings of CHI'97*, 518–525.
- Pollock, A. & Hockley, A. (1996). What's wrong with Internet searching. *Proceedings of the 2nd Conference on Human Factors and the Web*. Retrieved May 2003, from <http://www.microsoft.com/usability/webconf/pollock.rtf>.
- Polson, P.G. & Kieras, D.E. (1985). A quantitative model of the learning and performance of text editing knowledge. *Proceedings of CHI'85*, 207–212.
- Polson, P.G., Bovair, S., & Kieras, D.E. (1987). Transfer between text editors: Predictive cognitive modeling. *Proceedings of CHI+GI'87*, 27–32.
- Polson, P.G., Muncher, E., & Engelbeck, G. (1986). A test of a common elements theory of transfer. *Proceedings of CHI'86*, 78–83.
- Poulton, E.C. & Brown, C.H. (1968). Rate of comprehension of existing teleprinter output and possible alternatives. *Journal of Applied Psychology*, 52, 16–21.
- Powers, R., Sarbaugh, L.E., Culbertson, H., & Flores, T. (1961). *Comprehension of graphs* (Bulletin 31). Madison: Department of Agricultural Journalism, University of Wisconsin.
- Rajani, R. & Rosenberg, D. (1999, January). Usable? ...Or not? ...Factors affecting the usability of Web sites. *CMC Magazine*. Retrieved May 2003, from <http://www.december.com/cmc/mag/1999/jan/rakros.html>.
- Ramey, J.A. (2000). Guidelines for Web data collection: Understanding and interacting with your users. *Technical Communication*, 47(3), 397–410.
- Ramsay, J., Barbesi, A., & Preece, J. (1998). A psychological investigation of long retrieval times on the World Wide Web. *Interacting with Computers*, 10, 77–86.
- Redish, J.C. & Dumas, J.S. (1993). *A Practical Guide to Usability Testing*. Norwood, NJ: Ablex.
- Redish, J.C. (1993). Understanding readers. In C.M. Barnum & S. Carliner (Eds.), *Techniques for Technical Communicators* (pp. 14–41). NY: Prentice Hall.
- Redish, J.C., Felker, D.B., & Rose, A.M. (1981). Evaluating the effects of document design principles. *Information Design Journal*, 236–243.
- Reeves, B. & Rickenberg, R. (2000). The effects of animated characters on anxiety, task performance, and evaluations of user interfaces. *Proceedings of CHI 2000*, 49–56.
- Rehe, R.F. (1979). *Typography: How to Make It More Legible*. Carmel, IN: Design Research International.
- Rehman, A. (2000). *Holiday 2000 e-commerce*. Creative Good, Inc.
- Rigden, C. (1999). Safe Web colours for colour-deficient vision. *British Telecommunications Engineering Journal*. Retrieved May 2003, from www.labs.bt.com/people/rigdence/colours/.
- Rodden, K., Basalaj, W., Sinclair, D., & Wood, K. (2001). Does organisation by similarity assist image browsing? *Proceedings of CHI 2001*, 190–197.

- Rooden, M.J., Green, W.S., & Kanis, H. (1999). Difficulties in usage of a coffeemaker predicted on the basis of design models. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 476–480.
- Rosenfeld, L. & Morville, P. (2002). *Information Architecture for the World Wide Web* (second edition). Sebastopol, CA: O'Reilly.
- Sano, D. (1996). *Designing Large-scale Web Sites: A Visual Design Methodology*. New York: Wiley.
- Sawyer, P. & Schroeder, W. (2000). Report 4: Links that give off scent. In *Designing Information-Rich Web Sites*. Bradford, MA: User Interface Engineering.
- Scanlon, S. & Schroeder, W. (2000). Report 1: What people do with web sites. In *Designing Information-Rich Web Sites*. Bradford, MA: User Interface Engineering.
- Scharff, L.F.V., Ahumada, A.J., & Hill, A.L. (1999). Discriminability measures for predicting readability. In B.E. Rogowitz & T.N. Pappas (Eds.) *Human Vision and Electronic Imaging I, SPIE Proc.*, 3644, paper 27.
- Schiano, D., Stone, M., & Bectarte, R. (2001). Search and the subjective web. *Proceedings of CHI 2001, Extended Abstracts*, 165–166.
- Schneider, W. & Shiffrin, R.M. (1977). Controlled and automatic human information processing: I. Detection, search, and attention. *Psychological Review*, 84, 1–66.
- Schneider, W., Dumais, S.T., & Shiffrin, R.M. (1984). Automatic and control processing and attention. In *Varieties of Attention* (pp. 1–27). New York: Academic Press.
- Scholtz, J. (1998). WebMetrics: A methodology for developing usable web sites. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 1612.
- Schramm, W. (1973). The nature of communications between humans. In W. Schramm & D. Roberts, *The Process and Effects of Mass Communication*. Urbana: University of Illinois Press.
- Schrivener, K.A. (1997). *Dynamics in Document Design: Creating Text for Readers*. New York: Wiley.
- Schroeder, W. (1999). *Steering users isn't easy*. Retrieved May 2003, from http://developer.netscape.com/viewsource/schroeder_ui/schroeder_ui.html.
- Schultz, L.D. & Spyridakis, J.H. (2002). The effect of heading frequency on comprehension of online information. *Proceedings of the IEEE International Professional Communication Conference*, 513–518.
- Schwarz, E., Beldie, I.P., & Pastoor, S. (1983). A comparison of paging and scrolling for changing screen contents by inexperienced users. *Human Factors*, 24, 279–282.
- Sears, A. (1995). AIDE: A step toward metric-based interface development tools. *Proceedings of the 8th ACM Symposium on User Interface Software and Technology*, 101–110.
- Sears, A., Jacko, J., & Borella, M. (1997). Internet delay effects: How users perceive quality, organization and ease of use information. *Proceedings of CHI'97*, 353–354.
- Selvidge, P.R. (2000). Before and After: How Can You Show Your New Website is Better? *Usability News*, 2.2. Retrieved May 2003, from <http://psychology.wichita.edu/surl/usabilitynews/2S/compare.htm>.

- Selvidge, P.R., Chaparro, B.S., & Bender, G.T. (2001).** The world wide wait: Effects of delays on user performance. *International Journal of Industrial Ergonomics*, 29(1), 15–20.
- Sheridan, T.B. (1997).** Supervisory control. In G. Salvendy (Ed.), *Handbook of Human Factors* (2nd Edition) (pp. 1295–1327). New York: Wiley.
- Shneiderman, B. (1984).** Response time and display rate in human performance with computers. *Computing Surveys*, 16, 265–285.
- Sinha, R.R., Hearst, M.A., Ivory, M.Y., & Draisin, M. (2001).** Content or graphics? An empirical analysis of criteria for award-winning websites. *Proceedings of the 7th Conference on Human Factors and the Web*. Retrieved May 2003, from http://www.rashmisinha.com/articles/sinha_hfw01.html.
- Smith, E.E. & Goodman, L. (1984).** Understanding written instructions: The role of an explanatory schema. *Cognition and Instruction*, 1, 359–396.
- Smith, J.A., Bubb-Lewis, C., & Suh, Y. (2000, June).** Taking order status to task: Improving usability on the ibuy Lucent website. *Proceedings of the 6th Conference on Human Factors and the Web*. Retrieved May 2003, from <http://www.tri.sbc.com/hfwebsmith/jennysmith.html>.
- Smith, S.L. (1962).** Color coding and visual search. *Journal of Experimental Psychology*, 64, 434–440.
- Smith, S.L. (1963).** Color coding and visual separability in information displays. *Journal of Applied Psychology*, 47, 358–364.
- Smith, S.L. & Mosier, J.N. (1986, August).** Guidelines for designing user interface software. *The MITRE Corporation Technical Report*, (ESD-TR-86-278).
- Smith, S.L., Farquhar, B.B., & Thomas, D.W. (1965).** Color coding in formatted displays. *Journal of Applied Psychology*, 49, 393–398.
- Snyder, H.L., Decker, J.J., Lloyd, C.J.C., & Dye, C. (1990).** Effect of image polarity on VDT task performance. *Proceedings of the Human Factors Society*, 1447–1451.
- Sonderegger, P., Manning, H., Souza, R.K., Goldman, H., & Dalton, J.P. (1999, December).** Why most B-to-B sites fail. Forrester Research.
- Spain, K. (1999).** What's the best way to wrap links? *Usability News*, 1.1. Retrieved May 2003, from <http://psychology.wichita.edu/surl/usabilitynews/1w/Links.htm>.
- Spencer, H., Reynolds, L., & Coe, B. (1977a).** *The effects of different kinds and intensities of background noise on the legibility of printed text and numerals*. London: Readability of Print Research Unit, Royal College of Art.
- Spencer, H., Reynolds, L., & Coe, B. (1977b).** *The effects of image/background contrast and polarity on the legibility of printed materials*. London: Readability of Print Research Unit, Royal College of Art.
- Spencer, R. (2000).** The streamlined cognitive walkthrough method, working around social constraints encountered in a software development company. *Proceedings of CHI 2000*, 353–359.
- Spinillo, C.G. & Dyson, M.C. (2000/2001).** An exploratory study of reading procedural pictorial sequences. *Information Design Journal*, 10(2), 154–168.
- Spink, A., Bateman, J., & Jansen, B.J. (1999).** Searching the web: A survey of Excite users. *Internet Research: Electronic Networking Applications and Policy*, 9(2), 117–128.

- Spool, J.M., Schroeder, W., & Ojakaar, E. (2001, November).** Users don't learn to search better. *UIEtips*. Retrieved May 2003, from www.uie.com/Articles/not_learn_search.htm.
- Spool, J.M., Klee M., & Schroeder, W. (2000).** Report 3: Designing for scent. In *Designing Information-Rich Web Sites*. Bradford, MA: User Interface Engineering.
- Spool, J.M., Scanlon, T., Schroeder, W., Snyder, C., & DeAngelo, T. (1997).** *Web Site Usability: A Designer's Guide*. North Andover, MA: User Interface Engineering.
- Spiridakis, J.H. (1989).** Signaling effects: Increased content retention and new answers. *Journal of Technical Writing and Communication*, 19(4), 395–415.
- Spiridakis, J.H. (2000).** Guidelines for authoring comprehensible web pages and evaluating their success. *Technical Communication*, 47(3), 359–382.
- Staggers, N. (1993).** Impact of screen density on clinical nurses' computer task performance and subjective screen satisfaction. *International Journal of Man-Machine Studies*, 39, 775–792.
- Stanton, N.A. & Stevenage, S.V. (1998).** Learning to predict human error: Issues of acceptability, reliability and validity. *Ergonomics*, 41(11), 1737–1747.
- Stanton, N.A., Taylor, R.G., & Tweedie, L.A. (1992).** Maps as navigational aids in hypertext environments: An empirical evaluation. *Journal of Educational Multimedia and Hypermedia*, 1, 431–444.
- Stevens, K. (1980).** The effect of topic interest on the reading comprehension of higher ability students. *Journal of Educational Research*, 73, 365–368.
- Stewart, T.F.M. (1980).** Communicating with dialogues. *Ergonomics*, 23, 909–919.
- Sticht, T. (1985).** Understanding readers and their uses of texts. In T.M. Duffy & R. Waller (Eds.), *Designing Usable Texts* (pp. 315–340). Orlando, FL: Academic Press.
- Sullivan, P. & Flower, L. (1986).** How do users read computer manuals? Some protocol contributions to writers' knowledge. In B.T. Petersen (Ed.), *Convergences: Transactions in Reading and Writing* (pp. 163–178). Urbana, IL: National Council of Teachers of English.
- Sullivan, T. & Matson, R. (2000, November).** Barriers to use: Usability and content accessibility on the Web's most popular sites. *Proceedings of the Conference on Universal Usability*, 139–144. Retrieved May 2003, from <http://www.pantos.org/ts/papers/BarriersToUse.pdf>.
- Sundar, S.S., Edgar, E., & Mayer, K. (2000, June).** Multimedia effects on processing and perception of online news: A study of picture, audio and video downloads. *Proceedings of the 50th Annual Conference of the International Communication Association (ICA)*.
- Tan, W-S., Dahai, L., Liu, D., Muralidhar, A., & Meyer, J. (2001).** Design improvements through user testing. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 1181–1185.
- Thorell, L.G. & Smith, W.J. (1990).** *Using computer color effectively: An illustrated reference*. Englewood Cliffs, NJ: Prentice Hall.
- Tiller, W.E. & Green, P. (1999, June).** Web navigation: How to make your Web site fast and usable. *Proceedings of the 5th Conference on Human Factors and the Web*. Retrieved May 2003, from <http://zing.ncsl.nist.gov/hfweb/proceedings/tiller-green/>.

- Tinker, M.A. (1955). Prolonged reading tasks in visual research. *Journal of Applied Psychology*, 39, 444–446.
- Tinker, M.A. (1963). *Legibility of print*. Ames: Iowa State University Press.
- Tinker, M.A. & Paterson, D.G. (1928). Influence of type form on speed of reading. *Journal of Applied Psychology*, August, 359–368.
- Tinker, M.A. & Paterson, D.G. (1929). Studies of typographical factors influencing speed of reading: Length of line. *Journal of Applied Psychology*, 13, 205–219.
- Tinker, M.A. & Paterson, D.G. (1931). Studies of typographical factors influencing speed of reading: Variations in color of print and background. *Journal of Applied Psychology*, 15, 471–479.
- Toms, E.G. (2000). Understanding and facilitating the browsing of electronic text. *International Journal of Human-Computer Studies* 52, 423–452.
- Tractinsky, N. (1997, March). Aesthetics and apparent usability: Empirically assessing cultural and methodological issues. *Proceedings of CHI'97*, 115–122. Retrieved May 2003, from <http://turing.acm.org/sigs/sigchi/chi97/proceedings/paper/nt.htm>.
- Treisman, A. (1982). Perceptual grouping and attention in visual search for features and for objects. *Journal of Experimental Psychology*, 8, 194–214.
- Treisman, A. (1988). Features and objects. *Quarterly Journal of Experimental Psychology*, 40(2), 201–237.
- Treisman, A. (1990). Features and objects in visual processing. In Irvin Rock (Ed.), *The perceptual world: Readings from Scientific American* (pp. 97–110). New York: W.H. Freeman.
- Trollip, S. & Sales, G. (1986). Readability of computer-generated full-justified text. *Human Factors*, 28, 159–164.
- Tufte, E.R. (1983). *The Visual Display of Quantitative Information*. Cheshire, Connecticut: Graphics Press.
- Tullis, T.S. (1988). Screen design. In M. Helander (Ed.), *Handbook of Human-Computer Interaction* (pp. 377–411). Amsterdam, Netherlands: Elsevier Science.
- Tullis, T.S. (1981). An evaluation of alphanumeric, graphic and color information displays. *Human Factors*, 23, 541–550.
- Tullis, T.S. (1983). The formatting of alphanumeric displays: A review and analysis. *Human Factors*, 25, 657–682.
- Tullis, T.S. (1984). Predicting the usability of alphanumeric displays, Doctoral Dissertation, Houston, TX: Rice University.
- Tullis, T.S. (2001). Web usability lessons learned. *Fidelity Center for Applied Technology Technical Report*. Fidelity Investments.
- Tullis, T.S. & Kodimer, M.L. (1992). A comparison of direct-manipulation, selection and data-entry techniques for reordering fields in a table. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 298–302.
- Tullis, T.S. & Pons, A. (1997). Designating required vs. optional input fields [Extended Abstracts]. *Proceedings of CHI'97*, 259–260.
- Tullis, T.S., Boynton, J.L., & Hersh, H. (1995). Readability of fonts in the windows environment. *Proceedings of CHI'95*, 127–128.

- United States Government, Rehabilitation Act of 1973 (amended in 1998), Section 508. Retrieved May 2003, from www.section508.gov.
- Utting, K. & Yankelovich, N. (1989). Context and orientation hypermedia networks. *ACM Transactions on Office Information Systems*, 7, 57–84.
- Vartabedian, A.G. (1971). The effects of letter size, case and generation method on CRT display search time. *Human Factors*, 13(4), 363–368.
- Vaughan, M.W. (1998). Testing the boundaries of two user-centered design principles: Metaphors and memory load. *International Journal of Human-Computer Interaction*, 10(3), 265–282.
- Virzi, R.A. (1990). Streamlining the design process: Running fewer subjects. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 291–294.
- Virzi, R.A. (1992). Refining the test phase of usability evaluation: How many subjects is enough? *Human Factors*, 34, 457–468.
- Vischeck. Accessed May 2003, from www.vischeck.com.
- Vora, P. (1998). Human factors methodology for designing websites. In C. Forsythe, E. Grose, & J. Ratner (Eds.), *Human Factors and Web Development*. Hillsdale, NJ: Lawrence Erlbaum.
- Voss, J.F., Fincher-Kiefer, R.H., Greene, T.R., & Post, T.A. (1986). Individual differences in performance: The contrastive approach to knowledge. In R.J. Sternberg (Ed.), *Advances in the Psychology of Human Intelligence* (pp. 297–2450). Hillsdale, NJ: Lawrence Erlbaum.
- Web Site Optimization, LLC (2003, May). May bandwidth report-US broadband penetration breaks 35%. Retrieved May 2003, from <http://www.websiteoptimization.com/bw/0305>.
- Wen, C.Y. & Beaton, R.J. (1996). Subjective image quality evaluation of image compression techniques. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 2, 1188–1192.
- Whissell, C. (1998). A parsimonious technique for the analysis of word-use patterns in English texts and transcripts. *Perceptual and Motor Skills*, 86, 595–613.
- Williams, T.R. (1993). Text or graphic: An information processing perspective on choosing the more effective medium. *The Journal of Technical Writing and Communication*, 33–52.
- Williams, T.R. (1994). Schema theory. In C.H. Sides (Ed.), *Technical Communications Frontiers: Essays in Theory* (pp. 81–102). St. Paul, MN: Association of Teachers of Technical Writing.
- Williams, T.R. (2000). Guidelines for designing and evaluating the display of information on the Web. *Technical Communication*, 47(3), 383–396.
- Wilson, J.R. (2000). The place and value of mental models. *Human Factors and Ergonomics Society Annual Meeting Proceedings*, 1–49–1–52.
- Wixon, D. & Jones, S. (1996). Usability for fun and profit: A case study of the design of DEC Rally Version 2. In M. Rudisell, C. Lewis, P.B. Polson, & T.D. McKay (Eds.), *Human-Computer Interface Design: Success Stories, Emerging Methods, Real-World Context* (pp. 3–35). San Francisco: Morgan Kaufmann.

- Wolfmaier, T.G. (1999).** Designing for the color-challenged: A challenge. *Internetworking*. Retrieved May 2003, from www.internettg.org/newsletter/mar99/accessibility_color_challenged.html.
- World Wide Web Consortium (2001).** *Evaluating websites for accessibility*. Retrieved May 2003, from <http://www.w3.org/WAI/eval/>.
- Wright, P. (1977).** Presenting technical information: A survey of research findings. *Instructional Science*, 6, 93-134.
- Wright, P. (1980).** The comprehension of tabulated information: Some similarities between reading prose and reading tables. *National Society for Performance and Instruction Journal*, 19(8), 25-29.
- Wright, P. (1987).** Writing technical information. In E.Z. Rothkopf (Ed.), *Review of Research in Education* (pp. 327-385). Washington, DC: American Educational Research Association, 14.
- Youngman, M. & Scharff, L.F.V. (1998).** Text width and margin width influences on readability of GUIs. Retrieved May 2003, from <http://hubel.sfasu.edu/research/textmargin.html>.
- Zaphiris, P. (2000).** Depth vs. breadth in the arrangement of web links. *Proceedings of the IEA 2000/HFES 2000 Congress*, 453-456.
- Zellweger, P.T., Regli, S.H., Mackinlay, J.D., & Chang, B-W. (2000).** The impact of fluid documents on reading and browsing: An observational study. *Proceedings of CHI 2000*, 249-256.
- Zhang, B-T. & Seo, Y-W. (2001).** Personalized web-document filtering using reinforcement learning. *Applied Artificial Intelligence*, 15(7), 665-685.
- Ziegler, J.E., Hoppe, H.U., & Fahnrich, K.P. (1986).** Learning and transfer for text and graphics editing with a direct manipulation interface: Transfer of user skill between systems. *Proceedings of CHI'86*, 72-77.
- Zimmerman, D.E. & Akerelrea, C.A. (2002).** A group card sorting methodology for developing an informational website. *Proceedings of the IEEE International Professional Communication Conference*.
- Zimmerman, D.E. & Clark, D.G. (1987).** *The Random House Guide to Technical and Scientific Communication*. New York: Random House.
- Zimmerman, D.E. & Prickett, T. (2000).** A usability case study: Prospective students use of a university web page. *Proceedings of the 2000 Society for Technical Communication Annual Conference*.
- Zimmerman, D.E., Akerelrea, C.A., Buller, D.B., Hau, B., & LeBlanc, M. (2002).** Integrating usability testing into the development of a 5-a-day nutrition website for at-risk populations in the American Southwest. *Journal of Health Psychology*.
- Zimmerman, D.E., Muraski, M., Palmquist, M., Estes, E., McClintoch, C., & Bilsing, L. (1996).** Exploring World Wide Web designs: Lessons from pilot studies. *Proceedings of the 2nd Conference on Human Factors and the Web*. Retrieved May 2003, from <http://www.microsoft.com/usability/webconf/zimmerman.htm>.
- Zimmerman, D.E., Slater, M.D., & Kendall, P. (2001).** Risk communication and a usability case study: Implications for Web site design. *Proceedings of the IEEE International Professional Communication Conference*, 445-452.